



**DEPARTMENT OF MENTAL HEALTH**

**REQUEST FOR PROPOSALS  
TO PROVIDE HOMELESS FAMILY SOLUTIONS SYSTEM SERVICES TO  
HOMELESS PARTICIPANTS**

**Bid No. DMH072816B1**

**July 28, 2016**

**Prepared By**

**County of Los Angeles**

**Contracts Development & Administration Division**

**REQUEST FOR PROPOSALS (RFP)**  
**HOMELESS FAMILY SOLUTIONS SYSTEM SERVICES**  
**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH**  
**MENTAL HEALTH SERVICE AREAS**  
**C O M M U N I T I E S / C I T I E S**

|                       |   |
|-----------------------|---|
| <b>SERVICE AREA 1</b> | <b>-Lancaster, Palmdale</b>   |
| <b>SERVICE AREA 2</b> | <b>-Agoura Hills, Burbank, Calabasas, Glendale, Hidden Hills, L. A. (Part), La Cañada-Flintridge, San Fernando, Santa Clarita, Westlake Village</b>   |
| <b>SERVICE AREA 3</b> | <b>-Alhambra, Arcadia, Azusa, Baldwin Park, Bradbury, Claremont, Covina, Diamond Bar, Duarte, El Monte, Glendora, Industry, Irwindale, La Puente, La Verne, Monrovia, Monterey Park, Pasadena, Pomona, Rosemead, San Dimas, San Gabriel, San Marino, Sierra Madre, South El Monte, South Pasadena, Temple City, Walnut, West Covina</b> |
| <b>SERVICE AREA 4</b> | <b>-L.A. (Part), West Hollywood</b>   |
| <b>SERVICE AREA 5</b> | <b>-Beverly Hills, Calabasas, Culver City, L.A. (Part), Malibu, Santa Monica</b>  |
| <b>SERVICE AREA 6</b> | <b>-Compton, L.A. (Part), Lynwood, Paramount</b>  |
| <b>SERVICE AREA 7</b> | <b>-Artesia, Bell, Bell Gardens, Bellflower, Cerritos, Commerce, Cudahy, Downey, Hawaiian Gardens, Huntington Park, L. A. (Part), La Habra Heights, La Mirada, Lakewood, Maywood, Montebello, Norwalk, Pico Rivera, Santa Fe Springs, South Gate, Vernon, Whittier</b>  |
| <b>SERVICE AREA 8</b> | <b>-Avalon, Carson, El Segundo, Gardena , Hawthorne, Hermosa Beach, Inglewood, L. A. (Part), Lawndale, Long Beach, Lomita, Manhattan Beach, Palos Verdes Estates, Rancho Palos Verdes, Redondo Beach, Rolling Hills, Rolling Hills Estates, Signal Hill, Torrance</b>   |



# COUNTY OF LOS ANGELES

## DEPARTMENT OF MENTAL HEALTH

### MENTAL HEALTH SERVICE AREAS



The Department of Mental Health divides the County into eight service areas.

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## **1.0 INTRODUCTION**

The Los Angeles County Department of Mental Health is issuing this Request for Proposals to solicit proposals for a Contract with an organization that can provide Homeless Family Solutions System Services to Homeless participants. The organization must meet the Minimum Mandatory Qualifications; and selected as an awardee for the CalWORKs Mental Health Supportive Services RFP. The CalWORKs Mental Health Supportive Services and Homeless Family Solutions Services RFPs utilize similar mandated provisions. When the mandated provisions are applicable to both RFPs, the provisions as stated in the CalWORKs Mental Health Supportive Services RFP will apply.

## **2.0 PURPOSE/AGREEMENT FOR CALWORKS HOMELESS FAMILY SOLUTIONS SYSTEM SERVICES**

### **2.1 Background & Overview**

In 2003, the Departments of Mental Health (DMH) and Public Social Services (DPSS) established a Memorandum of Understanding (MOU) to fund the Homeless CalWORKs Families Project (HCFP) which was operational for ten (10) years until this MOU was terminated on June 30, 2014.

#### **Overview of the Homeless CalWORKs Families Project (HCFP)**

The HCFP was a collaborative between Los Angeles County Departments of Public Social Services (DPSS), Mental Health (DMH), Public Health (DPH), Community Development Commission Housing Authority (LACDCHA), and the Los Angeles Homeless Services Authority (LAHSA). The formation of the HCFPs allowed DPSS to fund DMH for the provision of mental health services to homeless CalWORKs families. The partnership between departments worked collaboratively to assist CalWORKs homeless families with mental health issues become stabilized and obtain long-term permanent housing over a 10-year period.

#### **Homeless Family Solutions System**

In 2014, Los Angeles County Chief Executive Office - Homeless & Housing Division supported the establishment of the Homeless Family

Solutions System (HFSS) which was developed to centralize services to homeless families throughout the County of Los Angeles. The HFSS is a network of family service providers in Los Angeles County that are contracted with LAHSA and other publicly funded agencies. System partners assist families in completing housing and service plans by utilizing existing resources while leveraging the strengths and capacities of each partnering agency to meet the goal of Rapid Rehousing for families.

### **Family Solutions Centers**

The Family Solutions Centers (FSCs) are the HFSS's primary point of entry where families receive a housing assessment and linkages to needed supportive services. FSCs are designed to serve families who are homeless and/or at risk of homelessness. LAHSA is the lead agency for the HFSS housing services contracts.

#### **2.1.1 FSC Locations**

| <b>SA</b> | <b>Agency</b>  | <b>Address</b>                                       |
|-----------|--|--|
| 1         | Valley Oasis   | 45134 Sierra Highway<br>Lancaster, CA 92524          |
| 2         | LA Family Housing                                    | 7817 Lankershim Blvd.<br>N. Hollywood, CA 91605      |
| 3         | Union Station Homeless Services                      | 1755 E. Huntington Dr., Ste. 103<br>Duarte, CA 91010 |
| 4         | PATH   | 3323 W. Washington Blvd.<br>Los Angeles, CA 90018    |
| 6         | Weingart Center                                      | 11502 S. Vermont Ave.<br>Los Angeles, CA 90044       |
| 7         | The Whole Child- Mental Health<br>& Housing Services | 10155 Colima Road<br>Whittier, CA 90603              |

### **Gap in Service**

The initial design of the HFSS addresses the needs of homeless families who are able to manage multiple challenges with the support of housing case managers who link them with community services. Within this population of homeless families there is a small group of families who struggle with mental illness. While many of these families may ultimately be successful in securing and maintaining permanent housing, it is highly unlikely that they will be successful without additional mental health

services. As a result, DMH in conjunction with DPSS and the Board of Supervisors developed a proposal to incorporate mental health services into the HFSS. DMH is contracted with DPSS, under a Memorandum of Understanding (MOU), to provide mental health services to include crisis intervention and crisis counseling, case management services, and linkages to homeless participants as well as consultation and training to the FSC staff. This will be accomplished through the use of licensed clinical staffs who will be co-located in the FSCs.

## **2.2 OVERVIEW OF SOLICITATION DOCUMENT**

This RFP is composed of the following parts:

**INTRODUCTION:** Provides information regarding the requirements of the Contract and the solicitation process.

**PURPOSE:** Describes the scope of services and any background information to explain the services desired.

**PROPOSER'S MINIMUM MANDATORY QUALIFICATIONS:** Specifies the Proposer's Minimum Mandatory Qualifications, provides information regarding the requirements of the Contract and the solicitation process.

**PROPOSAL SUBMISSION REQUIREMENTS:** Includes instructions to proposers on how to prepare and submit their proposal.

**SELECTION PROCESS AND EVALUATION CRITERIA:** Includes information on how the proposals will be selected and evaluated.

### **APPENDICES:**

**A- STATEMENT OF WORK:** Explains in detail the required services to be performed by the Contract.

**A1-STATEMENT OF WORK EXHIBITS:** Exhibits to the Statement of Work.

**B- REQUIRED FORMS:** Forms that must be completed and included in the proposal.

## **C- TRANSMITTAL FORM TO REQUEST A RFP SOLICITATION**

**REQUIREMENTS REVIEW:** Transmittal sent to Department requesting a Solicitation Requirements.

### **2.3 Acronyms/Terms and Definitions**

Throughout this RFP, references are made to certain specialized terms, persons, groups, or Departments/Agencies. For convenience, a list of acronyms/terms and definitions can be found in the CalWORKs RFP, Appendix B1, SOW Exhibits, Exhibit 1.

### **2.4 Statement of Work**

Contractor shall be expected to implement the Statement of Work contained in Appendix A, of this RFP.

### **2.5 Sample Agreement**

Contractor shall be expected to implement the DMH Legal Entity Sample Contract as contained in Appendix A, CW RFP.

#### **2.5.1 Anticipated Contract Term**

The contract term is anticipated to be for a period of 3 years. The contract is anticipated to commence following Board of Supervisors' award.

#### **2.5.2 Funding**

**2.5.2.1** The total funding available from the Department of Public Social Services (DPSS) for this RFP is estimated at \$900,000 for FY Year (FY) 2017-18. For the following years of this three (3) year contract term, the DPSS will allocate an annual amount for HFSS services. Proposers submitting a proposal to provide HFSS Services shall submit a proposed annual budget consistent with the optimal size of the proposed program, and not greater than the total allocation for each fiscal year.

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**2.5.2.2** Funding will be distributed to each of the following SA:

| Service Area | Mental Health Clinician (MHC) | HFSS Allocation |
|--------------|-------------------------------|-----------------|
| 1            | 1                             | \$125,000       |
| 2            | 1                             | \$125,000       |
| 3            | 1                             | \$125,000       |
| 4            | 2                             | \$200,000       |
| 6            | 2                             | \$200,000       |
| 7            | 1                             | \$125,000       |

**There will be one (1) award for each of the above SAs.**

**2.5.2.3** If a proposer has not yet secured all necessary resources to begin the proposed HFSS Services, DMH may make an award contingent upon the securing of necessary resources within 30 days. If Proposer does not fulfill this 30-day requirement, the HFSS Services allocation will be forfeited.

### **2.5.3 Days of Operation**

The Contractor shall be required to provide HFSS Services at the identified SA FSC location eight (8) hours per day, Monday through Friday, between the hours of 8:00 am and 5:00 pm. The Contractor is not required to provide services on County-recognized holidays. The County's Contract liaison will provide a list of the County holidays to the Contractor at the time the Contract is approved, and annually, at the beginning of the calendar year.

## **3.0 PROPOSERS'S MINIMUM MANDATORY QUALIFICATIONS**

Proposer must meet the minimum mandatory qualifications for the CalWORKs

Mental Health Supportive Services solicitation in order to be considered responsive to the HFSS Services RFP. All responsive HFSS Services proposals will move forward onto the evaluation process. Submitted proposals that fail to demonstrate that Proposer meets the minimum mandatory qualifications may be considered non-responsive and the proposal will be rejected at the County's sole discretion.

**The proposer for the HFSS Services award must meet the following Minimum Mandatory Qualifications:**

**3.1.1** Proposer must comply with the RFP format and requirements, including those stated in Section 4.0 of this RFP when submitting its proposal.

**3.1.2** Proposer must provide a signed statement attesting that their plan to staff each co-located Mental Health Clinician position with one full-time equivalent (FTE), licensed clinical staff meets the requirement.

**4.0 PROPOSAL SUBMISSION REQUIREMENTS**

This Section contains key project dates and activities as well as instructions to Proposers in how to prepare and submit their proposal.

**4.1 Truth and Accuracy of Representations**

False, misleading, incomplete, or deceptively unresponsive statements in connection with a proposal shall be sufficient cause for rejection of the proposal. The evaluation and determination in this area shall be at the Director's sole judgment and his/her judgment shall be final. All proposals shall be firm and final offers and may not be withdrawn for a period of one hundred eighty (180) days following the final proposal submission date.

**4.2 RFP Timetable**

The timetable for this RFP is as follows:

- Release of RFP ..... 7-28-16
- Request for a Solicitation Requirements Review Due  
(10 business days after release of solicitation document) ..... 8-11-16
- Mandatory Proposers' Conference ..... 8-30-16
- Mandatory Letter of Intent Due by 5:00 P.M. Pacific Standard Time..... 9-6-16

- Release of Proposers' Conference Transcripts ..... 9-15-16
- Proposals are due at the 5<sup>th</sup> Floor, Room 500, reception desk by 12:00 Noon, Pacific Standard Time ..... 9-27-16

### **4.3 Solicitation Requirements Review**

Any person or entity may seek a Solicitation Requirements Review by submitting Appendix C - Transmittal Form to Request a Solicitation Requirements Review to the Department conducting the solicitation as described in this Section. A request for a Solicitation Requirements Review may be denied, in the Department's sole discretion, if the request does not satisfy all of the following criteria:

1. The request for a Solicitation Requirements Review is made within ten (10) business days of the issuance of the solicitation document;
2. The request for a Solicitation Requirements Review includes documentation, which demonstrates the underlying ability of the person or entity to submit a proposal;
3. The request for a Solicitation Requirements Review itemizes in appropriate detail, each matter contested and factual reasons for the requested review; and
4. The request for a Solicitation Requirements Review asserts either that:
  - a. application of the minimum requirements, evaluation criteria and/or business requirements unfairly disadvantages the person or entity; or,
  - b. due to unclear instructions, the process may result in the County not receiving the best possible responses from prospective Proposers.

The Solicitation Requirements Review shall be completed and the Department's determination shall be provided to the requesting person or entity, in writing, within a reasonable time prior to the proposal.

### **4.4 Proposers' Questions**

Questions will be answered at the Mandatory proposers' Conference on August 30, 2016 and all responses will also be provided on the Proposers' Conference transcript to be released on September 15, 2016.

**There will be no responses to any questions/inquiries presented after the Proposers' Conference.**

#### **4.5 Proposers' Conference**

A Mandatory Proposers' Conference will be held to discuss the HFSS Services RFP. There will be a sign-in sheet and you must sign legibly. County staff will respond to questions from potential Proposers. All potential Proposers must attend this conference in its entirety or their proposals will be rejected as non-responsive and disqualified without review and eliminated from further consideration. ***There will be no admittance after 9:10 a.m. (no exceptions).***

The conference is scheduled as follows:

**Tuesday, August 30, 2016**

8:30 am Registration  
9:00 a.m. – 12:00 Noon  
St. Anne's Foundation Room  
155 North Occidental Boulevard  
Los Angeles, CA 90026  
(213) 381-2931

**Please bring your own copy of the RFP to the Conference**

#### **4.6 Mandatory Letter of Intent**

Proposer shall submit a **Mandatory Letter of Intent** on agency letterhead with original signature to submit a proposal for this RFP to LACDMH on the 5<sup>th</sup> floor, Room 500, on or before 5:00 p.m., Pacific Standard Time (P.S.T.), September 6, 2016, which is four (4) business days after the Mandatory Proposers' Conference. No facsimile (fax) or electronic mail (e-mail) of the Mandatory Letter of Intent will be accepted. Proposer must include the following information on the Proposer's stationery in the Mandatory Letter of Intent:

- Name of Agency
- Address of Legal Entity or Agency
- Service Area to be served
- Focal Population(s) to be served
- Service(s) to be provided

The Mandatory Letter of Intent shall be delivered or mailed to:

Angel Baker, Interim Chief  
 Contracts Development and Administration Division  
 County of Los Angeles – Department of Mental Health  
 550 S. Vermont Avenue, 5<sup>th</sup> Floor, room 500  
 Los Angeles, CA 90020  
 and/or

Proposer may submit a Letter of Intent at the end of the Mandatory Proposers' Conference.

**The Mandatory Letter of Intent does not obligate an agency to submit a Proposal.**

#### **4.7 Preparation of the Proposal**

The HFSS Services Proposal must follow the CalWORKs Mental Health Supportive Services RFP Proposal in the **same** 3-ring binder and be submitted in the prescribed format.

- The objective of the Proposal submission is for LACDMH to ascertain the Proposer's ability to provide or exceed the required service level. The Proposal must be submitted in the prescribed format. Any Proposal that deviates from this format may be rejected without review at the County's sole discretion.

In preparing the written Proposal, the Proposer shall ensure the following:

- Text must be legible, typewritten, and double-spaced.
- The HFSS Services Proposal must be included in the same 3-ring binder following the entirety of the CalWORKs Mental Health

Supportive Services Proposal submission. The HFSS Services Proposal section must be clearly labeled and tabbed to identify it as a separate proposal. The HFSS Proposal must be included in the “original” and “copy” binders submitted.

- The font must be an Arial typeface and a font size of 12 points. No other font typeface or smaller point size may be used in the Proposal Narrative. (Type size in charts, tables, graphs, and footnotes will not be considered in determining compliance.) Margins must be at least one inch each (left, right, top, bottom).
- Page numbering will recommence at page 1 for the HFSS Services Proposal submission, and pages must be numbered consecutively from beginning to end so that information can be located easily during review of the Proposal. The cover page should be page 1; the transmittal letter should be page 2, etc. Appendices should be labeled and separated from the Proposal Narrative and Budget sections, and the pages should be numbered consecutively to continue the sequence.
- Transmittal letter shall be included in the Proposal. The Proposal Narrative section may not total more than 8 pages (see Section 4.8 below for page limitations per section).
- In preparing the written Proposal the Proposer should use its own words and not copy the language in the RFP. The Proposer should ensure that the Proposal responds completely and thoroughly to all requirements set forth in this RFP. Specific information is requested from all Proposers to ensure that the Proposal can be fairly compared and evaluated in a standard manner.
- The Proposer must respond to this RFP in accordance with the specifications for content and sequence set forth in the Proposal Format herein below. Failure to adhere to these specifications may be cause for rejection of the Proposal.

**No correction or re-submission shall be accepted after the Proposal deadline.**

- Odd-sized and oversized attachments such as posters will not be copied or sent to reviewers. Do not include videotapes, audiotapes, or compact disks.
- Only information that is contained in the written Proposal will be evaluated. The County reserves the right to waive any inconsequential irregularity in a submitted Proposal.

All Proposals must be bound (e.g. 3-ring binder) following the CalWORKs Mental Health Supportive Services Proposal and submitted with tabbed sections labeling each part of the Proposal Format as specified throughout Section 4.8. Any Proposal that deviates from this format may be rejected without review at the County's sole discretion.

#### **4.8 Proposal Format**

Proposers shall ensure that the Proposal includes all the required documents in the specified sequence. The content and sequence of the proposal must be as follows:

- Cover Page
- Transmittal Letter
- Minimum Mandatory Qualifications including signed statement of attestation
- Table of Contents
- Executive Summary (Section A)
- Proposer's Qualifications (Section B)
- Proposer's Approach to Provide Required Services (Section C)
- Proposer's Quality Control Plan (Section D)
- Proposer's Staffing Plan (Section E)
- Budget (Section F)
- Terms and Conditions in Sample Contract, and Requirements of the

HFSS SOW: Acceptance of (Section G)

- Proposal Required Forms (Section H)

#### **4.8.1 Cover Page**

The cover page shall, at a minimum, identify the document as a Proposal stating the exact name and number of the RFP, Proposal submission date, and the Proposer's name. It must also state in which Service Area the HFSS Services will be provided.

#### **4.8.2 Transmittal Letter**

The transmittal letter must be printed on the Proposer's stationary. The transmittal letter must include the Proposer's name, address, email address, telephone, and facsimile numbers of the person or persons to be used for contact and who will be authorized to represent the Proposer. **The transmittal letter must bear the signature of the person authorized to sign on behalf of the Proposer and to bind the Proposer in a Contract.**

#### **4.8.3 Proposer's Minimum Mandatory Qualifications**

Proposers applying for the HFSS Services RFP must meet all Minimum Mandatory Qualifications as stated in the CalWORKs Mental Health Supportive Services RFP, Section 3.0 and the HFSS Services RFP, Section 3.0 at the time of submission. If LACDMH deems that the Proposer does not meet these qualifications, the proposal shall not receive further consideration. The Minimum Mandatory Qualifications submission must **include** a signed statement of attestation confirming that the proposer has met these qualifications.

#### **4.8.4 Table of Contents**

List all material included in the Proposal. Include a clear definition of the material, identified by sequential page numbers and by section reference numbers.

#### **4.8.5 Executive Summary (Section A) (limit 1 page)**

Condense and highlight the contents of the Proposal to provide LACDMH with a broad understanding of the Proposer's approach, qualifications, experience, and staffing required to fulfill the services for homeless CalWORKs participants who present at local FSCs.

Additionally, include the following:

1. The location and geographic coverage of the proposed program.
2. The target population to be served.
3. The cultural and environmental factors impacting the provision of services in the identified service area.

#### **4.8.6 Proposer's Qualifications (Section B) (limit 2 pages)**

Demonstrate that the Proposer's organization has the experience to perform the required services. The following sections must be included:

##### **4.8.6.1 Proposer's Background and Experience (Section B.1)**

- Provide a summary of relevant background information to demonstrate that the Proposer meets the Minimum Mandatory Qualifications stated in Section 3.0 of this RFP and has the capability to perform the required services as a corporation or other entity.
- Proposer must have five (5) consecutive years of experience providing integrated outpatient mental health services to homeless families within the last five (5) years, and provide a descriptive narrative that this requirement is met.
- Proposer must staff a licensed clinical staff(s) who will provide mental health services including crisis intervention and crisis counseling, case management services, linkages, consultation and training at co-located locations within the identified service area as

described in SOW, Appendix A, and provide a descriptive narrative on how this requirement will be met.

- Proposer must have the ability to identify and document mental and emotional impairments that create barriers to housing stability and employment in homeless participants, and provide a descriptive narrative how this requirement is met.
- Proposer must be able to develop services specifically targeting the homeless population, and provide a descriptive narrative of these services
- Proposer must be able to provide administrative, fiscal, and programmatic oversight, and have the ability to begin providing services, after Board of Supervisors approval, within 30 calendar days following the effective date of the Agreement, and provide a descriptive narrative of these three areas of oversight.

#### **4.8.6.2 Proposer's Performance History (Section B.2)**

Proposer's three (3) signed letters of reference submitted as part of the CalWORKs Mental Health Supportive Services (CWMHSS) RFP will be utilized to fulfill the Performance History requirement for the HFSS Services RFP. Please note: The scoring scale is not equal in both RFPs, (i.e., Performance History in the CalWORKs RFP is allotted 300 points; Performance History in the HFSS Services RFP is allotted 150 points). The Performance History scores for the CWMHSS RFP will be adjusted to an equivalent score within the lower scale range in order to assign a Performance History score for the HFSS Services RFP.

#### **4.8.7 Proposer's Approach to Provide Required Services (Section C) (limit 3 pages)**

Present a description of the methodology the Proposer will use to meet Contract Work requirements. Describe in detail how the services will be performed to meet the intent of the SOW, Appendix A.

1. Proposer is to describe how they will assign and coordinate co-location of a licensed clinical staff at the identified site.
2. Proposer will describe the staff training and education necessary to implement services as stated in the SOW, Appendix A.
3. Proposer will describe how they will deliver mental health services to include crisis intervention and crisis counseling to CalWORKs participants; screening; case management; and linkages to all homeless participants; and consultation and training to FSC team members.

Proposer must demonstrate a fundamental commitment to support participants to be served. Proposer will be evaluated on their ability to clearly describe an engagement plan to link homeless participants to mental health services through either the CalWORKs Mental Health Supportive Services program or the DMH network of mental health providers, depending on the participant's eligibility.

#### **4.8.8 Proposer's Quality Control Plan (Section D) (1 page)**

Proposer to present a comprehensive Quality Control Plan to ensure data tracking and monitoring of services provided to homeless participants accessing services at the HFSS site. The following factors should be included in the plan:

- Monitoring methods to be used;

- Activities to be monitored to ensure compliance with all required aspects of the Contract to include:
- Full utilization of contract allocation;
- Plan to identify and correct deficiencies;
- Measures to secure all Protected Health Information (PHI) management information data at the co-located site.

#### **4.8.9 Proposer's Staffing Plan (Section E) (1 page)**

Present a detailed staffing plan to ensure full compliance with the Contract requirements as specified in Section 3.0 of Appendix A, SOW and consistent with the Proposer's stated methodology of providing co-located services at the HFSS. The staffing plan must be supported by and consistent with the Proposer's budget costs.

1. Describe the responsibilities of any proposed direct services employees.
2. Describe how supervision will be provided to the licensed clinical staff(s).
3. Describe and clearly delineate how the licensed clinical staff will be used in providing mental health services to include crisis intervention and crisis counseling, case management and, linkages to homeless participants in a culturally and linguistically competent manner reflective of the CalWORKs participants in the proposed service area.
4. Describe the on-going training and supervision plan for the licensed clinical staff assigned to the co-located FSC site.
5. Complete Exhibit 4, Appendix B- Required Forms and include all direct staff to be assigned to the project. Provide names or indicate staff that is to be hired.

#### **4.8.10 Budget Section (Section F)**

Complete all forms in the Budget Package (Exhibits 2 – 3, Appendix B, and Required Forms).

The program budget shall be based on the project annual funding. Budget Forms shall provide an explanation of the proposed budget costs and a justification for the costs. The budget must also provide the formulas (calculations) by showing how each dollar amount that appears on the Budget Section was calculated. All amounts are to be rounded off to the nearest dollar.

**4.8.11 Terms and Conditions in Sample Contract, and Requirements of the SOW: Acceptance of (Section G)**

1. It is the duty of every Proposer to thoroughly review the Sample Contract, Appendix A CW RFP, and HFSS SOW, Appendix A to ensure compliance with all terms, conditions and requirements. It is the County's expectation that in submitting a proposal the Proposers will accept, as stated, the County's terms and conditions in the Sample Contract and the County's requirements in the HFSS SOW.
2. Section G of Proposer's response must include:
  - a. A statement offering the Proposer's acceptance of all terms and conditions listed in Appendix A, Sample Contract CW RFP;
  - b. A statement offering the Proposer's acceptance of all requirements listed in Appendix A, HFSS SOW.

The County reserves the right to make changes to the Sample Contract, Appendix A, CW RFP and its appendices and exhibits at its sole discretion.

**4.8.12 Proposal Required Forms HFSS (Section H)**

Complete, sign, date, and include **all** forms as provided in Appendix B - Required Forms, Exhibits 1-4 and also forms that may be included in other sections of Proposal.

Exhibit 1 HFSS Proposer's Organization Questionnaire / Affidavit

Exhibit 2 HFSS Budget Narrative and Justification

**4.8.13 Scoring Criteria**

| <b>Section Label</b> | <b>Section Title</b>  | <b>Page Limit</b>                | <b>Max Pts.</b> | <b>Percentage %</b> |
|----------------------|---|----------------------------------|-----------------|---------------------|
| A.                   | Executive Summary   | 1                                | 125             | 5                   |
| B.                   | Proposer's Qualifications   | 2                                | 750             | 36                  |
| B.2.                 | Proposer's Performance History  |                                  | 150             |                     |
| C.                   | Proposer's Approach to Providing Required Services  | 3                                | 1,000           | 40                  |
| D.                   | Proposer's Quality Control Plan   | 1                                | 100             | 4                   |
| E.                   | Proposer's Staffing Plan  | 1                                | 250             | 10                  |
| F.                   | Budget  |                                  | 125             | 5                   |
| G.                   | Acceptance Of Terms and Conditions in Sample Contract, Appendix A- Sample Contract of CalWORKs RFP and Requirements of the SOW, Appendix A, HFSS. | Accepted                         | Yes/No          | N/A                 |
| H.                   | Proposal Required Forms (Appendix B)  | Exhibits 1-4<br><br>All Included | Yes/No          | N/A                 |

**TOTAL: 2,500****4.9 Proposal Submission**

The original HFSS Services Proposal shall follow the CalWORKs Mental Health Supportive Services Proposal in the same binder. The original document and eight (8) numbered copies shall be enclosed in a sealed box, plainly marked in the upper left-hand corner with the name and address of the Proposer and bear the words:

**"PROPOSAL FOR CalWORKs Mental Health Supportive  
Services and Homeless Family Solutions System Services to Homeless  
Participants**

The Proposal(s) shall be delivered or mailed to:

Angel Baker, Interim Chief  
Contracts Development and Administration Division  
County of Los Angeles - Department of Mental Health  
550 S. Vermont Ave, 5<sup>th</sup> Floor, Room 500  
Los Angeles, CA 90020

It is the sole responsibility of the submitting Proposer to ensure that its Proposal is received before the submission deadline. Submitting Proposers shall bear all risks associated with delays in delivery by any person or entity, including the U.S. Mail. **In order to meet the submission deadline, you must allow sufficient time to find parking, go through our security process on the first floor (show proper identification and get a visitor's pass), take the elevator to the 5<sup>th</sup> Floor, Room 500, and obtain a confirmation of delivery receipt.**

Any Proposals received after the scheduled closing date and time for receipt of Proposals, as listed in Section 4.2 RFP Timetable, will not be accepted and returned to the sender unopened. Timely hand-delivered Proposals are acceptable. No facsimile (fax) or electronic mail (e-mail) copies will be accepted.

Until the proposal submission deadline, errors in proposals may be corrected by a request in writing to withdraw the proposal and by submission of another set of proposals with the mistakes corrected. Corrections will not be accepted once the deadline for submission of proposals has passed.

The deadline for submitting the Proposal is:

September 27, 2016 – 12:00 Noon, P.S.T.

All proposals shall be firm and final offers and may not be withdrawn for a period of one hundred eighty (180) days following the final proposal submission date.

## **5.0 SELECTION PROCESS AND EVALUATION CRITERIA**

### **5.1 Selection Process**

The County reserves the sole right to judge the contents of the proposals submitted pursuant to this RFP and to review, evaluate and select the successful proposal(s). The selection process will begin with receipt of the proposal on September 27, 2016.

Evaluation of certain sections of the proposals will be made by an Evaluation Committee selected by the Department. At the discretion of the Department, other sections of the proposals will be evaluated by Subject Matter Experts selected by the Department. The Evaluation Committee and Subject Matter Experts will evaluate the proposals using The Informed Averaging method (Board of Supervisors Policy No. 5.054). The Committee will evaluate the proposals and will use the evaluation approach described herein to select a prospective Contractor.

All proposals will be scored and ranked in numerical sequence from high to low.

After a prospective Contractor has been selected, the County and the prospective Contractor(s) will negotiate a Contract for submission to the Board of Supervisors for its consideration and possible approval. If a satisfactory Contract cannot be negotiated, the County may, at its sole discretion, begin contract negotiations with the next qualified Proposer who submitted a proposal, as determined by the County.

The recommendation to award a Contract will not bind the Board of Supervisors to award a Contract to the prospective Contractor.

The County retains the right to select a Proposal other than the Proposal

receiving the highest number of points if County determines, in its sole discretion, another Proposal is the most overall qualified, responsive, responsible and in the best interests of the County.

## **5.2 Adherence to Minimum Requirements (Pass/ Fail)**

County shall review the Proposer's Organization Questionnaire / Affidavit – Exhibit 1 of Appendix B Required Forms and determine if the Proposer meets the minimum requirements of the HFSS Services RFP as outlined in Section 3.0. Failure of the Proposer to comply with the minimum requirements may eliminate its proposal from any further consideration. The County may elect to waive any informality in a proposal if the sum and substance of the proposal is present.

## **5.3 Disqualification Review**

A proposal may be disqualified from consideration because a Department determined it was non-responsive at any time during the review/evaluation process. If a Department determines that a proposal is disqualified due to non-responsiveness, the Department shall notify the Proposer in writing. Upon receipt of the written determination of non-responsiveness, the Proposer may submit a written request for a Disqualification Review within the timeframe specified in the written determination.

A request for a Disqualification Review may, in the Department's sole discretion, be denied if the request does not satisfy all of the following criteria:

1. The person or entity requesting a Disqualification Review is a Proposer;
2. The request for a Disqualification Review is submitted timely (i.e., by the date and time specified in the written determination); and
3. The request for a Disqualification Review asserts that the Department's determination of disqualification due to non-responsiveness was erroneous (e.g. factual errors, etc.) and provides

factual support on each ground asserted as well as copies of all documents and other material that support the assertions.

The Disqualification Review shall be completed and the determination shall be provided to the requesting Proposer, in writing, prior to the conclusion of the evaluation process.

Proposer can also be disqualified for non-responsibility – See Section 5.7 CW RFP.

#### **5.4 Proposal Evaluation and Criteria (2,500 points)**

The total number of points that can be earned for the HFSS Services RFP is 2,500. Any reviews conducted during the evaluation of the proposal may result in a point reduction.

##### **5.4.1 Executive Summary (125 points, 5%)**

Proposer will be evaluated on its description of Proposer's Executive Summary based on information provided in Section A of the proposal. (Referenced in 4.8.5)

##### **5.4.2 Proposer's Qualifications (900 Points, 36%)**

1. Proposer will be evaluated on their experience and capacity as a corporation or other entity to perform the required mental health services based on information provided in Section B.1 of the proposal. (Referenced in 4.8.6.1)
2. The (3) signed letters of reference that were submitted as part of the CalWORKs Mental Health Supportive Services Proposal will be utilized to fulfill the Performance History requirement for the HFSS Services RFP. The scoring scale is not equal in both RFPs, (i.e., Performance History in the CalWORKs RFP is allotted 300 points; Performance History in the HFSS Services RFP is allotted 150 points). The reference scores for the CW RFP will be adjusted to an equivalent score within the lower scale range in order to assign a Performance History score for the HFSS Services RFP. (Referenced in 4.8.6.2)

**5.4.3 Proposer's Approach to Provide Required Services (1,000 points, 40%)**

The Proposer will be evaluated on its description of the methodology to be used to meet the County's requirements based on information provided in Section C of the proposal. (Referenced in 4.8.7)

**5.4.4 Proposer's Quality Control Plan (100 points, 4%)**

The Proposer will be evaluated on its ability to establish and maintain a complete Quality Control Plan to ensure the requirements of this Contract are provided as specified in Section D of the proposal. (Referenced in 4.8.8)

**5.4.5 Proposer's Staffing Plan (250 points, 10%)**

Proposer will be evaluated on its description of Proposer's Staffing Plan based on information provided in Section E of the proposal. (Referenced in 4.8.9)

Proposer will be evaluated on its ability to provide multi-cultural and multi-linguistic services to their respective populations within the specified service area.

Proposer is to describe the staffing plan and level of staff that will be used for mental health services to include crisis intervention and crisis counseling, case management, linkages, consultation and training as referenced in Section 3.0 of the SOW, Appendix A.

Proposer must provide background and security investigations of all staff as a condition of beginning and continuing work under this contract. The cost of background checks is the responsibility of the Contractor as referenced in Section 3.1.1. of the SOW, Appendix A.

**5.4.6 Budget – (125 points, 5%)**

Proposer will be evaluated on the completeness of all forms in the Budget Package. (Exhibits 2 - 3)

## **5.5 Department's Proposed Contractor Selection Review**

### **5.5.1 Departmental Debriefing Process**

Upon completion of the evaluation, the Department shall notify the remaining Proposers in writing that the Department is entering negotiations with another Proposer. Upon receipt of the letter, any non-selected Proposer may submit a written request for a Debriefing within the timeframe specified in the letter. A request for a Debriefing may, in the Department's sole discretion, be denied if the request is not received within the specified timeframe.

The purpose of the Debriefing is to compare the requesting Proposer's response to the solicitation document with the evaluation document. The requesting Proposer shall be debriefed only on its response. Because contract negotiations are not yet complete, responses from other Proposers shall not be discussed, although the Department may inform the requesting Proposer of its relative ranking.

During or following the Debriefing, the Department will instruct the requesting Proposer of the manner and timeframe in which the requesting Proposer must notify the Department of its intent to request a Proposed Contractor Selection Review (see Section 5.5.2 below), if the requesting Proposer is not satisfied with the results of the Debriefing.

### **5.5.2 Proposed Contractor Selection Review**

Any Proposer that has timely submitted a notice of its intent to request a Proposed Contractor Selection Review as described in this Section may submit a written request for a Proposed Contractor Selection Review, in the manner and timeframe as shall be specified by the Department.

A request for a Proposed Contractor Selection Review may, in the Department's sole discretion, be denied if the request does not satisfy all of the following criteria:

1. The person or entity requesting a Proposed Contractor Selection Review is a Proposer;
2. The request for a Proposed Contractor Selection Review is submitted timely (i.e., by the date and time specified by the Department);
3. The person or entity requesting a Proposed Contractor Selection Review asserts in appropriate detail with factual reasons one or more of the following grounds for review:
  - a. The Department materially failed to follow procedures specified in its solicitation document. This includes:
    - i. Failure to correctly apply the standards for reviewing the proposal format requirements.
    - ii. Failure to correctly apply the standards, and/or follow the prescribed methods, for evaluating the proposals as specified in the solicitation document.
    - iii. Use of evaluation criteria that were different from the evaluation criteria disclosed in the solicitation document.
  - b. The Department made identifiable mathematical or other errors in evaluating proposals, resulting in the Proposer receiving an incorrect score and not being selected as the recommended contractor.
  - c. A member of the Evaluation Committee demonstrated bias in the conduct of the evaluation.
  - d. Another basis for review as provided by State or federal law; and
4. The request for a Proposed Contractor Selection Review sets forth sufficient detail to demonstrate that, but for the Department's alleged failure, the Proposer would have been the most, responsive and responsible bid or the highest-scored proposal, as the case may be.

Upon completing the Proposed Contractor Selection Review, the Department representative shall issue a written decision to the Proposer within a reasonable time following receipt of the request for a Proposed Contractor Selection Review, and always before the date the contract award recommendation is to be heard by the Board. The written decision shall additionally instruct the Proposer of the manner and timeframe for requesting a County Independent Review. (see Section 5.6 below)

### **5.6 County Independent Review Process**

Any Proposer that is not satisfied with the results of the Proposed Contractor Selection Review may submit a written request for a County Independent Review in the manner and timeframe specified by the Department in the Department's written decision regarding the Proposed Contractor Selection Review.

A request for County Independent Review may, in the County's sole discretion, be denied if the request does not satisfy all of the following criteria:

1. The person or entity requesting a County Independent Review is a Proposer;
2. The request for a County Independent Review is submitted timely (i.e., by the date and time specified by the Department); and
3. The person or entity requesting review by a County Independent Review has limited the request to items raised in the Proposed Contractor Selection Review and new items that (a) arise from the Department's written decision and (b) are one of the appropriate grounds for requesting a Proposed Contractor Selection Review as listed in Section 5.5.2 above.

Upon completion of the County Independent Review, ISD will forward the report to the Department, which will provide a copy to the Proposer.